

**CHFS Focus Employee
Spotlight: Shannon Turner,
Acting Medicaid
Commissioner**



Shannon Turner, acting commissioner of the Department for Medicaid Services, has one of the most challenging and rewarding jobs in state government – modernizing Kentucky’s Medicaid program into a sustainable, 21st century program.

“There’s a long road ahead, but this is an exciting opportunity for Kentucky’s Medicaid program and I’m proud to get to play a role in the process,” said Turner.

As acting commissioner, Turner oversees operations and initiatives of the state’s Medicaid program that spends more than \$4 billion a year.

Health and Family Services Cabinet Secretary James Holsinger said of Turner, “Medicaid is a large and complex program which requires experienced, detail-driven leadership. Shannon brings impressive skill and know-how to this challenging position.”

Turner most recently served as deputy commissioner for the Department of Medicaid Services (DMS), a position to which Governor Ernie Fletcher appointed her in February.

A Harlan County native, Turner received her undergraduate degree from Georgetown College. She then attended the University of Kentucky College of Law, where she received her juris doctorate.

“I originally intended to practice international law, but my interests shifted to the health care field while serving as a law clerk in the Cabinet for Health Services,” Turner said.

She previously was director of governmental affairs for Bluegrass Family Health and compliance administrator for UnitedHealthcare of Kentucky. Turner also previously served as vice chair of the Kentucky Association of Health Plans and as a member of the Health Insurance Advisory Council.

Turner is proficient in Spanish, and speaks some Japanese. She now resides in Lancaster with her husband Michael and five-year-old son Patrick.

“I’m looking forward to the upcoming holidays and spending time with my family,” Turner said.

**CHFS Focus Program
Spotlight: Targeted
Assessment Program
bridges treatment gap for
DCBS clients**

By Anya Armes Weber

Through a partnership with the University of Kentucky, the cabinet is helping many customers who are coping with substance abuse, violence and other issues turn their lives around.

The Targeted Assessment Program (TAP) serves Department of Community Based Services clients in 20 counties by addressing the barriers to their self-sufficiency. The program was developed by the UK Institute on Women and Substance Abuse in the school’s Center on Drug and Alcohol Research through a contract with the cabinet.

“Our staff have specialized skills and are devoted to working full time for the clients who are struggling the most,” institute Director Barbara Ramlow said. “Needs identification and referral isn’t going to work for them,” she said. “We learned that early on.”

The cabinet began its collaboration with the institute in 1997 to better identify substance abuse problems among Kentucky Transitional Assistance Program (K-TAP) recipients. In 2000, the TAP program began with two specialists; now the program has 37.

TAP is funded by the federal Transitional Assistance to Needy Families (TANF) program. Specialists, who are UK employees, work from DCBS offices. Both family support and protection and permanency caseworkers, as well as community partners, can make a TAP referral.

Specialists work closely with DCBS staff and conduct screening, assessment and follow-up services focused on identifying substance abuse, domestic violence, mental health and learning problems. Mostly women, TAP’s referred clients are the ones in need of special care, Ramlow said.

During the 2004 state fiscal year, TAP received 2,090 referrals from DCBS and community partners. Assessment results from clients revealed the following:

- 67 percent reported mental health problems;
- 56 percent reported current or past intimate partner violence and abuse;

TAP Counties

The 20 counties served by the Targeted Assessment Program (TAP) are as follows:
Barren, Boone, Boyd, Breathitt, Campbell, Christian, Daviess, Fayette, Floyd, Hardin, Henderson, Jefferson, Johnson, Kenton, McCracken, Madison, Perry, Pike, Pulaski and Warren.



- 52 percent reported substance abuse problems; and
- 41 percent reported learning problems.

More than 68 percent of clients reported difficulties in two or three of the targeted areas.

TAP specialists stabilize the client's crisis and find out what stands between them and actually going to the appointment for treatment they need, Ramlow said.

Several factors could keep someone from getting help. It could be anything from lack of child care to no transportation to something bigger, Ramlow said.

Maybe they do not realize they need treatment, or believe there's no hope that their lives could get better, she said. In these cases, TAP increases the likelihood of follow-through on a client referral, Ramlow said.

Child Safety Branch Manager Marian Call from the Division of Protection and Permanency called TAP a "pretreatment or mentoring program" for clients. "Their specialists spend intensive time with women that our caseworkers don't have because of high caseloads and the emergency nature of their work," she said.

Call said TAP specialists provide a trusted relationship where they might accompany clients to counseling or treatment sessions. That attention is important. "It helps many of our clients accept the fact that they need treatment," she said.

"It's been very successful. We wish we had it in all counties."

To protection and permanency staff, a woman entering the TAP program may be a family's first step toward reunification after children are removed from home because of substance abuse.

For customers referred from family support, the treatment or other services help remove the barriers keeping customers from getting the job training that would lead to self-sufficiency, said Linda Fallis, supervisor of the K-TAP section in the Division of Family Support.

"TAP is a tremendous help for us with those clients that we have difficulty working with," she said. "We refer customers when we're not sure why they are not doing well, or if they are not successful."

Customers have a five-year limit for K-TAP assistance. Treatment that is a result of a TAP referral could keep a woman off the rolls for good, Fallis said.

"It builds self-esteem, it may identify a learning disability and it helps women start over after an abusive situation," she said.

Ramlow said part of the reason for TAP's success is the strong partnership between the institute and the cabinet. TAP staff have the flexibility to make changes when something isn't working well or when staff have noticed a local trend that needs to be addressed, she said.

An advisory committee with local representatives from DCBS, vocational rehabilitation, domestic violence, mental health and substance abuse services provides ongoing support, helps with site planning and decides on specialist hires in every county, Ramlow said.

"We get better results when we consult with people in the community" on new specialists, she said. "Staff know their offices and know their community," she said. "Every community has its own unique flavor and set of resources and culture."

Ramlow said the "high-energy" TAP specialists must have both clinical and negotiation skills. "In this job, relationship-building skills are almost as important as the clinical skills."

TAP has a yearly budget of almost \$3 million. It's part of the \$3.6 million contract between the cabinet and the institute that also funds five substance abuse and intimate partner violence projects in Owensboro, Ashland, Hopkinsville, Elizabethtown and the Hazard area.

Ramlow said in a time of budget crisis, she's extremely grateful that TAP not only has received continued financial support but also has been able to thrive and expand to more locations. The program most recently got approval to add a specialist in Pike County.

"The collaboration between CHFS and the Institute has been extraordinary," Ramlow said. "We've been able to be innovative in creating a new level of service for some of Kentucky's most vulnerable citizens."

CHFS Employees Recognized

Kentucky Employee Suggestion System Pays Off



**Kentucky Employee
Suggestion System**

Eight of the 28 employees recognized last week for submitting ideas through the Kentucky Employee Suggestion System are from the Cabinet for Health and Family Services (CHFS). The 28 suggestions will save the Commonwealth more than \$760,000 during the first year of implementation.



Those recognized were:

Dana R. Burke, Family Support Specialist II in Community-based Services East Service Region, suggested that the Amber Alert System's ticker be placed on the Cabinet's intranet web-site.

Burke felt that it was vital for regional workers, with their wealth of experience in child abuse and neglect – and client families throughout Kentucky, to be informed of Amber Alerts. Her suggestion was implemented April 5, 2004, alerting workers throughout the state to missing-child situations and adding a valuable link in the Amber Alert System chain-of-rescue efforts.

The suggestion cost nothing to implement, and the Commonwealth saved nothing, but the benefits can't be measured. This suggestion could save a life.

Ms. Burke was awarded \$100 for her suggestion.

Regina Byrns, Medical Services Reimbursement Specialist in the Mental Health and Mental Retardation Department at Western State Hospital, suggested a change in the way that discharge medications are handled for patients.

Byrns noticed that federal rules and regulations prevent the state from receiving funding for Medicaid patients between the ages of 21 and 64 while they are patients in a state institution. States are responsible for the total costs of care during that time, but Medicaid covers about 73 percent of medication costs after patients are discharged.

The hospital routinely gave discharged patients a 30-day supply of their medications. She realized that by giving discharged patients a three-day supply and a written 30-day prescription for their medications, Medicaid would cover the prescription costs, thereby saving the cabinet money.

The Pharmaco-Economics Performance Improvement Team, of which Byrns was the team leader, decided to test the idea, and it worked. The hospital saved more than \$12,700 in March 2004 and \$10,100 in April, while the state saved more than \$16,600 for those two months. Annual savings are expected to exceed \$150,000 per year.

Byrnes was awarded \$2,500 for her suggestion.

Dawn Hensley, Administrative Specialist II in Jefferson County's Health Care Facilities and Services Department, Office of Inspector General, suggested that employees e-mail requests for leave time to their supervisors instead of

filling out a leave slip. Supervisors would reply via e-mail and, if approved, they would only need to sign the time sheets.

When implemented, this suggestion saved time and effort for both employees and supervisors. It also saved copier paper and ink, cut down on the amount of paper work stored for employees, and eliminated the time spent by each divisional secretary copying leave slips.

Hensley was awarded \$100 for her suggestion.

Todd Meade, Social Services Clinician I in Community-based Services West Service Region, suggested that a 53-page monthly report, which included each Jefferson County employee's name, department and phone number in the L&N Building, offices of Jefferson County DCBS and other state agencies, be e-mailed rather than printed and mailed.

Meade's suggestion was implemented April 1, 2004. The report is now e-mailed on a monthly basis, and individuals can decide whether to print the document or simply access it from the computer, thus saving paper, ink, and time.

Although the suggestion produced a cost savings and will positively impact the environment, an exact amount could not be determined.

Meade was awarded \$100 for his suggestion.

Randy Sigler, Network Tech IV, Office of Technology in Hopkinsville, suggested a security measure, based on the privacy and security requirements in the Health Information Portability and Accountability Act (HIPPA), to safeguard sensitive information stored on state networks.

Although the price of security can't be calculated, no fixed savings could be associated with the suggestion because prevention of security breaches is intangible.

Sigler was awarded \$100 for his suggestion.

Mary M. Torres, Social Services Clinician I, Community-based Services West Service Region, Jefferson County office, suggested that the cabinet require payment for court-ordered custody evaluations before evaluations are done and pursue payment for completed custody evaluation reports for which no payment has been received.

Torres' suggestion prompted changes to the cabinet's Standards of Practice, 7D.34 Court Ordered or Requested



Child Custody Investigations, to pursue the \$250 payments due. Her suggestion was implemented January 1, 2004.

Torres was awarded \$100 for her suggestion.

Anya Armes Weber, Information Officer III, Division of Communications, Office of the Secretary, suggested that a literature rack be placed in the Frankfort Human Resources building lobby. Home to the Vital Statistics office, the building's lobby is the first stop for hundreds of weekly visitors who could benefit from helpful brochures and guides. Her suggestion was implemented.

Weber was awarded \$100 for her suggestion.

Tracy Wells, Administrative Specialist II, Mental Health and Mental Retardation, Hazelwood Facility in Louisville, suggested that triplicate forms be changed to a single-page forms. When placing physician orders on charts, she noticed that although the orders were done in triplicate form, only the top copy was used and the rest were discarded.

Her suggestion was implemented and saved the cabinet \$171 as well as the environment.

Wells was awarded \$100 for her suggestion.

The Kentucky Employee Suggestion System is an incentive program designed to encourage merit employees to participate in good management by submitting their suggestions for implementation. Employees who suggest implemented ideas receive awards ranging from a minimum of \$100 to 10 percent of the first-year savings (\$2,500 maximum award.)

"The wonderful suggestions submitted by many of our dedicated state employees have certainly helped increase efficiencies and save hundreds of thousands of dollars," said Governor Ernie Fletcher. "I commend each and every employee who took the time to help us meet our goals."

"State employees are one of our most valuable resources," said Personnel Cabinet Secretary Erwin Roberts. "Through the Employee Suggestion System, enterprising employees can not only be rewarded for their valuable contribution, but they can help make state government more efficient and effective at the same time."

Although a first-year savings of \$760,608 is expected for these suggestions, an agency can realize the first-year savings from a suggestion for five years; therefore, the five-year life savings from the suggestions implemented this year will amount to more than \$3.8 million.

The Kentucky Employee Suggestion System was implemented in 1981. The first-year savings recognized since the system's establishment is more than \$26 million.

So, put your thinking caps on! All suggestions must be delivered to the cabinet ESS Coordinator, who will verify the details of each suggestion and begin the approval process. Approved suggestions can earn awards ranging from \$100 up to \$2,500 - depending on the estimated savings during the first year a suggestion is implemented. Suggestions with intangible savings yield a \$100 reward.

If you have an idea on how to improve productivity, efficiency or lower costs, you can be a part of the solution! Submit your ideas and suggestions to the CHFS ESS Coordinator, Linda Satterly (linda.satterly@ky.gov) or by phone at (502) 564-7770 ext. 4153.

You can get the official suggestion form (P-35) by following the link below:

[ESS Suggestion form](#) (doc)

Northern Kentucky's adoptive families honored

Adoptive families in the Northern Kentucky Region were honored last week as part of a celebration of the significant increase in the area's recent number of public adoptions.

At a reception in the Florence Government Center, Joel Griffith, administrator for the state Cabinet for Health and Family Services' Northern Kentucky Service Region, said adoptive parents deserve high praise for giving 83 children safe, permanent homes last year. That's a 20 percent increase over the region's 2003 adoption rate, he said.

"While it's great to see these numbers increase, it's most remarkable to see the joy in the faces of all these children, who now can be sure they are with their forever families," he said.

State Sen. Katie Stine, R- Fort Thomas, and Florence Mayor Diane E. Whalen also spoke at the event.

Stine congratulated families on their commitment and caring. She said she has served on a legislative task force that studied barriers to adoption and how to speed up the process for children to achieve permanency.

"As a senator, I try to change laws to improve the system, but adoptive families actually change lives," she said.

Whalen read and presented a proclamation issued by the city of Florence.



"Adoptive families, who open their homes and hearts to children in crisis, play a vital role in helping these children heal and launch into successful adulthood," she read.

From 2001 to 2004, the increase in children gaining permanency in the region is more than 400 percent, Griffith said.

The region is also placing children in permanent homes more quickly, he said.

In the past year, there has been a 45 percent reduction in the time from receipt of a termination of parental rights order - which legally frees children from their birth parents -- to adoption finalization.

The average time for completing an adoption last year was 22 months; this year it is 11.5 months.

"That progress is even more encouraging," Griffith said. "It means children aren't lingering in foster care, waiting for their next move."

Griffith said there are more than 100 children in the region ready for adoption who do not have homes finalized.

Potential adoptive parents receive thorough training and can get advice from one of the region's several support networks, Griffith said.

"The demand on adoptive parents, especially at first, can be great," he said. "But so is the love of a child who finally feels at home with a secure family."

Learn more about adoption by calling the cabinet at (800) 232-KIDS, or go online to <http://chfs.ky.gov>.

Tips for Making Your Holidays Safer

*By William Hacker, M.D.,
Commissioner, Department for
Public Health*



The holidays are filled with many time-consuming and busy activities such as shopping, decorating, entertaining, traveling and playing, but please remember to keep safety in mind to ensure the happiest holidays possible.

The holidays can be made more enjoyable by taking some basic safety precautions and following some easy tips about outdoor fun, food safety and visiting.

Outdoor Fun

Make sure children's gloves and shoes stay dry. If either becomes wet, change them right away. Prohibit sledding on or into the roadway. Look for shallow slopes that are free of obstacles such as trees and fences. Ensure that an adult is in charge of cutting down a live tree for the holiday. Young children can pick out the tree while an adult does the chopping or cutting. Check the tree for freshness. A fresh tree is green, needles are hard to pull from branches and when bent between your fingers, needles do not break. The trunk butt of a fresh tree is sticky with resin, and when tapped on the ground, the tree should not lose many needles.

Food Safety

- ◆ Care should be taken to thoroughly wash all raw vegetables and fruits prior to preparing or serving them. These are foods that are typically grown outdoors and possibly exposed to contaminated water or soil.
- ◆ Wash hands frequently and thoroughly - food borne illness is easily spread by unclean hands.
- ◆ Always keep raw and cooked foods separate to prevent cross contamination. Thoroughly clean cutting boards between uses, use separate utensils when preparing foods and always wash utensils used to taste food before reuse.
- ◆ Fully cook all meats and poultry.
- ◆ Care should be taken in transporting potluck dishes. Keep hot foods hot and cold foods cold prior to serving.

Entertaining and Visiting with Children

Clean up immediately after a holiday party. A toddler could rise early and choke on leftover food or come in contact with alcohol or tobacco.

Remember that the homes you visit may not be childproofed. Keep an eye out for danger spots. Keep a laminated list with all of the important phone numbers you or a baby-sitter is likely to need in case of an emergency. Include the police and fire department, your pediatrician and the poison control center. Ask your neighbor if they have a gun before sending your kids over to play. If the answer is yes, you need to make absolutely sure that all guns are stored unloaded and locked - ideally in a gun safe - with ammunition locked separately. Include the question along with other things you might normally discuss before sending your child to someone's house.

Plan a safe place for babies to sleep when traveling. Ensure that unfamiliar cribs and playpens meet current design specifications. A study published in the Journal of Pediatrics shows that babies who sleep in adult beds are up



to 40 percent more likely to suffocate than those that sleep in an infant crib that meets current specifications. Check cribs and playpens for safety requirements before putting baby down for a nap. It's also a good idea to remove suffocation hazards like pillows, blankets and stuffed animals.

Please keep these safety precautions in mind as you and your loved ones enjoy this special time of year. Happy holidays and best wishes for a healthy new year from the Cabinet for Health and Family Services.

Think before you drink this Holiday Season

The Cabinet for Health and Family Services encourages you to "think before you drink" this holiday season.



The holiday season is a wonderful time to gather as families, renew old friendships, catch up on the latest news, attend gatherings and celebrate. "Our wish for all of you is that your holiday is happy and safe. In addition to fun activities, the holiday season also can be a time of tragic highway accidents, injuries and fatalities and many of these incidents begin with an innocent partaking of the spirits of the season," said Steve Shannon, Director of the state's Division for Mental Health and Substance Abuse Services.

The roadways can be dangerous anytime, but particularly during holidays. For example, there were 10 fatalities on Kentucky highways this Thanksgiving according to the Kentucky State Police. There have been 862 fatalities on Kentucky highways so far during 2004. That is an increase in total fatalities for each of the past four years. The ages of drivers in fatal collisions for 2003 ranged from 13 to 75+, making no portion of our population immune to these terrible tragedies.

According to the National Safety Council, in Kentucky during 2003, there were 7,842 collisions which involved drugs or alcohol, 229 of them fatal with a total fatality count of 254 persons. In addition to the loss of lives, the estimated economic impact of Kentucky traffic collisions in 2003 was \$2.1-6 billion.

Substance use and abuse is an issue which knows no demographic boundaries and can cause tragedy, pain, and grief in families of all races, ethnic groups, economic standing, educational level and age. Driving under the influence (DUI) is just one manifestation of the impact that substance use can have. Kentucky law states that a blood

alcohol content (BAC) of .08 indicates illegal intoxication, although it is possible to be arrested for DUI with a lower BAC.

"Consequently, those few innocent drinks consumed at the office party, the company holiday celebration, the family gathering, or other holiday celebrations may be enough to negatively impact the holidays in a major manner," said Shannon.

Young drivers are no exception to the heartbreak which often results from drinking and driving. In 2002, motor vehicle crashes were the leading cause of death for people ages 15-20 based on data provided by the National Center for Health Statistics. In 2003, 3,657 drivers in this age group were involved in fatal crashes and 31 percent of the drivers killed had been drinking with 25 percent of them registering a BAC of .08 or higher.

Driving a car, for most of us, becomes as commonplace and second nature as activities like tying our shoes. After we learn how to do it, we often don't give it much thought. We engage in activities which often compete for our attention while behind the wheel of a vehicle such as eating, putting on make-up, drinking coffee, talking on the phone, adjusting our stereo, mediating an argument between the kids and carrying on a conversation with other passengers. All of these activities are enough to disrupt our concentration and decrease our ability to react to emergency situations. Add to that mix, the effects of alcohol - impaired judgment, decreased peripheral vision, inability to multi-task, and slowed reactions - and it's a recipe for potential disaster.

"So, as we enjoy the holiday season for 2004, take a look at alternative activities such as non-alcoholic drinks and alcohol-free celebrating. Plan a party around board games, card games, movies, and encourage those attending to refrain from drinking before driving," said Shannon. "If your activity does include alcohol, ensure that you have made alternative arrangements for the trip home - a designated driver, a taxi, or even an overnight stay which doesn't require leaving the celebration site. We want everyone to have a happy holiday season - so please think before you drink."

For more information on alcohol and drug usage as well as highway statistics visit www.dui.com, www.nhtsa.dot.gov, www.nida.nih.gov, <http://mhmr.chs.ky.gov> or call the Division for Mental Health and Substance Abuse at (502) 564-2880.



Cabinet raises more than \$175,000 for KECC

By Anya Armes Weber

The 2004 Kentucky Employees Charitable Campaign has come to a close, and the cabinet raised more than \$175,000 toward the state's total contribution to the nonprofit service groups.

Staff across the state collected or pledged \$175,869 for the organization, said cabinet coordinator Ann Gordon.

"That's nothing to scoff at," she said, even though the cabinet's goal was \$250,000.

Gordon said this was a particularly difficult fund-raising year because of the employee health insurance discussions.

"I am very proud of our efforts," she said.

Gordon said cabinet worked hard since August by collecting pledges and organizing fund-raisers like lobby sales and silent auctions.

"This is a good time to say thank you to all who contributed and helped KECC make a 'change for today and hope for tomorrow,' " she said. "Your pledge really will make a difference to those less fortunate Kentuckians."

KECC's six main charities are the WHAS Crusade for Children, United Way of Kentucky, Prevent Child Abuse Kentucky, Easter Seals Kentucky, Community Health Care Charities and the Christian Appalachian Project.

Health tip of the week: Holiday health tips to help make the season bright for pets

Here's one holiday list you can use to keep the furry members of your family happy and healthy this season.



- ◆ Season's eatings shouldn't include holiday greenery such as holly, mistletoe, lilies and amaryllis. While commonly used to deck the halls, they can make your pet sick if ingested.
- ◆ Look before you light. Lit candles produce fumes that can be harmful to birds if inhaled. And don't forget, your pet's wagging tail can easily knock over a burning candle. Liquid potpourri is also dangerous to pets that might ingest it from decorative bowls and simmering pots.

- ◆ Oh, Christmas tree! Their branches definitely delight pets, who've been known to chew on them--and whatever decorations may be hanging from them. Place small, breakable ornaments high up, and keep tinsel and garland out of your pet's reach, as these can get caught in his or her throat. And make sure that pine needles, which can be toxic, don't get eaten.
- ◆ Keep batteries--loose and in packages--away from pets. They contain corrosives that can cause ulceration in your animal companion's mouth, tongue and gastrointestinal tract if bitten or swallowed.
- ◆ Shy animals can get stressed with the hustle and bustle of holiday guests; so make sure there's a quiet room to which your pets can retreat.
- ◆ Don't allow your pet access to holiday spreads, especially if you've got a chow hound. Alcoholic beverages, chocolate, coffee, onions, fatty foods, yeast dough and macadamia nuts can all cause problems.

If you suspect your pet has gotten into a potentially poisonous substance, call your veterinarian or the Animal Poison Control Center's emergency hotline--1-888-4-ANI-HELP--for round-the-clock telephone assistance. For more information on poison prevention, visit the Animal Poison Control Center at

<http://www.asPCA.org/site/PageServer?pagename=apcc>

Frankfort Update: HR Complex lighting upgrade

The Finance and Administration Cabinet's upgrade of light fixtures, circuits and electrical wiring throughout the HR Complex began on the 6th floor of the CHR Building in October. Presently the work is progressing on the 5th floor and will continue throughout the complex for much of the next year.



Employees were notified in October that once light replacements begin, staff are not to alter or remove the bulbs until the job is completed for a specific area. Contractors reported that, in several instances, 6th floor employees removed bulbs themselves.

So, why is this so important?

First, it's a safety concern for all of us.

Second, once an area is completed, the contractor measures the total number of replaced bulbs to determine the electrical usage for the specific area. Usage is then

compared to previous usage, and the energy savings is the difference between the two. Without this measurement, the contractor cannot verify the guaranteed energy savings specified in the contract and becomes responsible for payback on the equipment.

The Division of Facilities Management is monitoring this project. Please contact Andrew Bland in Facilities Management if you notice any problems.

Frankfort Notice: Heating System Outage Dec. 18

The heating system will be turned off in the CHR building at 8 a.m. Saturday, Dec. 18, for 10 hours so the Energy Savings contractor can make piping connections to the system.

During this period the office temperatures may be lower than normal. Computer server areas will not be affected.

The outage will be cancelled if outside temperatures are below freezing.

If there is a reason that the outage should not occur as scheduled, please contact Andrew Bland, andrew.bland@ky.gov, 564-7530 ext. 4021.

Central Kentucky Blood Center accepting donations today (Dec. 10)

The Central Kentucky Blood Center will be accepting donations Friday, December 10, from 8:00-2:00 in mobile units (3). The location is 200 Fair Oaks Lane.

Appointments are necessary and may be scheduled by calling 564-6846 or e-mail at allenc.rowland@ky.gov.

Four hours of blood donation leave is granted for the purpose of allowing the employee to recuperate from the donation. Only regularly scheduled work hours may be used for leave and compensatory time will not be granted after hours.

The generous donations of state employees has made Franklin County the state's top per capita contributor. We can be proud to giving so much to the life-sustaining effort.

If there are questions regarding the blood donation policy, contact Clark Rowland, Personnel Cabinet at (502) 564-6846 or questions about donating, call Central Kentucky Blood Center at (888) 775-2522.

Employee Enrichment

By Anya Armes Weber



Employee Enrichment is a weekly feature for CHFS staff. These tips for making work better will focus on team building, customer service and personal development.

Think about your interactions with coworkers this week. Has someone been intolerant, unfairly critical or neglectful with you or your ideas? Have you acted this way toward others?

In the book "How Full is Your Bucket?" Tom Rath and Donald Clifton explain that everyone has an invisible bucket that either fills up through positive interactions or gets emptied by people who are "dipping" from it through negative experiences. They say an empty bucket drains us and leaves us less motivated.

The authors say we can remedy an empty bucket by recognizing the work of others. It's free, it inspires commitment and it makes people happy and productive. It's good for both you and your coworkers and will "fill your buckets" quickly.

Visit us online!

To view the online version of CHFS Focus, visit our web site at <http://chfs.ky.gov/newsletter>.

Note to readers: CHFS will not publish CHFS Focus on the week of Dec. 27 – 31 due to the holiday.

